Landlord Report 2025/26

Each year we report to the Scottish Housing Regulator our performance. Our record for the last financial year along with Scottish averages is shown in this page. For more information on our performance or any other area of our work please contact us on **0141 771 4941** or visit our website **www.provanhallha.org.uk**

Provanhall Housing Association

Homes and rents

At 31 March 2026 we owned 533 homes. The total rent due for the year was **£2,432,771**. We increased the weekly rent on average by **4.8%** from the previous year.

Average Weekly Rent

Size of home	Number owned	Your landlord	Scottish Average	Difference
1 apartment	0	-	-	-
2 apartment	60	£77.23	£98.61	-24.32%
3 apartment	354	£84.32	£101.42	-18.41%
4 apartment	92	£101.79	£110.33	-8.05%
5 apartment	27	£114.97	£121.71	-5.69%

Tenant satisfaction

Of the tenants who responded to our most recent tenant satisfaction survey:

- **92.8%** said they were satisfied with the **overall service** we provided, compared to the Scottish average of 88.10%.
- **98.9%** felt that we were good at **keeping them informed** about our services and outcomes compared to the Scottish average of 91.94%.
- **99.2%** of tenants were satisfied with the **opportunities to participate** in decision making, compared to the Scottish average of 88.47%.

Quality and maintenance of homes

- **97.37%** of our homes met the **Scottish Housing Quality Standard** compared to the Scottish average of 89.6%.
- The average time we took to complete **emergency repairs** was **2.25 hours**, compared to the Scottish average of 3.25 hours.
- The average time we took to complete **non-emergency repairs** was **4 days 5 hours**, compared to the Scottish average of 8 days 4 hours.
- We completed **93.35%** of **reactive repairs right first time** compared to the Scottish average of 95.29%.
- We do not operate a **repairs appointment system**.
- **94.8%** of tenants who had repairs or maintenance carried out were **satisfied with the service** they received, compared to the Scottish average of 87.6%.

Neighbourhoods

- **100.0%** of these **cases were resolved** within targets agreed locally, compared to the Scottish figure of 93.11%.

Value for money

- The amount of money collected for current and past rent was equal to **100.03%** of the **total rent** we were due in the year, compared to the Scottish average of 99.68%.
- We did not collect **0.43%** of rent due because **homes were empty**, compared to the Scottish average of 1.13%.
- We took an average of **25.87 days** to **re-let homes**, compared to the Scottish average of 51.70 days.

Want to know more?

If you want to find out more about your landlord's performance, you can contact us directly. You will also find information on our website at **www.provanhallha.org.uk**

You will also find information on the website of our regulator, The Scottish Housing Regulator.

Their website has lots of further information about us and our work. You can:

- compare our performance with other landlords;
- see all of the information about us, as reported on the Charter;
- find out more about some of the terms used in this report; and
- find out more about our role and how we work.

Visit the website at **www.scottishhousingregulator.gov.uk**